

IFW

PATENT  
Customer No. 22,852  
Attorney Docket No. 06502.0383

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Lewis CURTIS et al.	)	Group Art Unit: 2122
	)	
Application No.: 10/021,084	)	Examiner: Unknown
	)	
Filed: December 19, 2001	)	
	)	
For: SYSTEMS AND METHODS FOR	)	Confirmation No.: 8738
PROVIDING A CUSTOMER	)	
RELATIONSHIP MANAGEMENT	)	
ARCHITECTURE	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**STATUS INQUIRY**

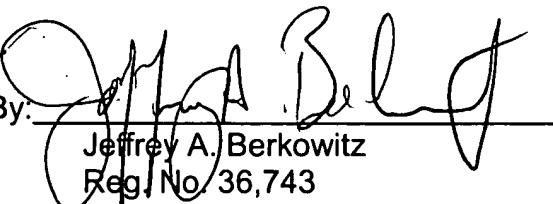
According to our records, the above-identified application was filed on December 19, 2002. To date, Applicants have not received an Office Action in connection with this application.

In view of these circumstances, the undersigned attorney respectfully requests that the Office advise him of the status of this application as soon as possible in order to determine whether further action by the Applicants is required at this time.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

Dated: September 23, 2004

By:   
Jeffrey A. Berkowitz  
Reg. No. 36,743